



Bank Holding Company Performance Report March 31, 2021—FR BHCPR

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BHC Name [JPMORGAN CHASE & CO.](#)

City/State [NEW YORK, NY](#)

Bank Holding Company Information

Federal Reserve District: [2](#)

Consolidated Assets (\$000): [3,689,336,000](#)

Peer Group Number: [1](#) Number in Peer Group: [133](#)

Number of Bank Subsidiaries: [2](#)

Peer Group Number	Description
1	Consolidated assets equal to or greater than \$10 billion
2	Consolidated assets between \$3 billion and \$10 billion
3	Consolidated assets between \$1 billion and \$3 billion
4	Consolidated assets between \$500 million and \$1 billion
5	Consolidated assets less than \$500 million (starting March 2006 includes former peer group 6)
6	Consolidated assets less than \$300 million (valid only prior to March 2006. Starting March 2003 includes former peer group 7)
7	Consolidated assets less than \$150 million (valid only prior to March 2003)
9	Atypical and second-tier holding companies

Mailing Address:

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NEW YORK, NY 10179

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Income Statement—Revenues and Expenses

Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018	Percent Change	
						1-Year	5-Year
Interest and fees on loans.....	10,389,000	12,259,000	44,627,000	51,704,000	50,526,000	-15.25	15.70
Income from lease financing receivables.....	4,000	4,000	11,000	30,000	38,000	0.00	-71.43
Fully taxable income on loans and leases	10,290,000	12,149,000	44,197,000	51,195,000	49,979,000	-15.30	15.51
Tax-exempt income on loans and leases.....	103,000	114,000	441,000	539,000	585,000	-9.65	21.18
Estimated tax benefit on income on loans and leases	29,545	30,290	113,439	153,217	168,755	-2.46	-37.36
Income on loans and leases (tax equivalent)	10,422,545	12,293,290	44,751,439	51,887,217	50,732,755	-15.22	15.29
Investment interest income (tax equivalent).....	1,961,455	2,614,710	9,333,561	9,679,783	7,715,245	-24.98	-7.91
Interest on balances due from depository institutions.....	65,000	569,000	749,000	3,887,000	5,907,000	-88.58	-86.05
Interest income on other earning assets.....	1,992,000	3,847,000	10,544,000	19,467,000	14,052,000	-48.22	-12.32
Total interest income (tax equivalent)	14,441,000	19,324,000	65,378,000	84,921,000	78,407,000	-25.27	3.83
Interest on time deposits of \$250K or more	29,000	238,000	415,000	1,125,000	723,000	-87.82	
Interest on time deposits < \$250K.....	9,000	99,000	233,000	215,000	42,000	-90.91	
Interest on foreign office deposits	-98,000	291,000	69,000	2,061,000	1,411,000		
Interest on other deposits	206,000	947,000	1,640,000	5,556,000	3,797,000	-78.25	50.36
Interest on other borrowings and trading liabilities.....	1,041,000	2,966,000	7,399,000	17,125,000	15,842,000	-64.90	-38.22
Interest on subordinated debt and mandatory convertible securities	195,000	181,000	204,000	713,000	568,000	7.73	16.77
Total interest expense.....	1,382,000	4,722,000	9,960,000	26,795,000	22,383,000	-70.73	-36.37
Net interest income (tax equivalent).....	13,059,000	14,602,000	55,418,000	58,126,000	56,024,000	-10.57	11.27
Non-interest income.....	19,267,000	13,410,000	64,169,000	58,456,000	54,074,000	43.68	63.24
Adjusted operating income (tax equivalent)	32,326,000	28,012,000	119,587,000	116,582,000	110,098,000	15.40	37.33
Overhead expense.....	18,856,000	17,367,000	68,238,000	66,224,000	63,447,000	8.57	33.53
Provision for credit losses	-4,156,000	7,427,000	16,359,000	5,449,000	4,885,000		
Securities gains (losses)	14,000	233,000	802,000	258,000	-395,000	-93.99	-72.55
Other tax equivalent adjustments	575,000	933,000	2,944,000	2,632,000	1,830,000	-38.37	4.36
Pretax net operating income (tax equivalent).....	18,384,000	4,159,000	38,760,000	47,701,000	43,248,000	342.03	118.23
Applicable income taxes	3,397,000	251,000	6,276,000	8,114,000	8,290,000	1253.39	65.06
Tax equivalent adjustments	684,000	1,043,000	3,362,000	3,163,000	2,458,000	-34.42	-18.96
Applicable income taxes (tax equivalent).....	4,081,000	1,294,000	9,638,000	11,277,000	10,748,000	215.38	40.63
Minority interest	3,000	0	-9,000	-7,000	26,000		50.00
Net income before discontinued operations, net of minority interest	14,300,000	2,865,000	29,131,000	36,431,000	32,474,000	399.13	159.06
Discontinued operations, net of applicable income taxes.....	0	0	0	0	0		
Net income attributable to holding company.....	14,300,000	2,865,000	29,131,000	36,431,000	32,474,000	399.13	159.06
Memoranda							
Net income - holding company and noncontrolling (minority) interest.....	14,303,000	2,865,000	29,122,000	36,424,000	32,500,000	399.23	159.02
Investment securities income (tax equivalent).....	1,961,455	2,614,710	9,333,561	9,679,783	7,715,245	-24.98	-7.91
US Treasury and agency securities (excluding mortgage-backed securities)	419,000	612,000	1,733,000	2,092,000	737,000	-31.54	2892.86
Mortgage-backed securities	969,000	1,251,000	4,864,000	4,314,000	3,472,000	-22.54	2.32
All other securities	573,455	751,710	2,736,561	3,273,783	3,506,245	-23.71	-50.94
Cash dividends declared.....	3,137,000	3,198,000	12,694,000	12,476,000	10,756,000	-1.91	52.58
Common	2,758,000	2,777,000	11,111,000	10,889,000	9,205,000	-0.68	67.76
Preferred	379,000	421,000	1,583,000	1,587,000	1,551,000	-9.98	-8.01

Note: Taxable-equivalent income items are not presented for a BHC exempt from reporting Y-9C Schedule HI Memorandum Items 1 and 2.

Derivatives and Off-Balance-Sheet Transactions

Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018
Loan commitments (reported semiannually, June/Dec)			1,261,904,000	1,227,008,000	1,129,366,000
Commit: Secured commercial real estate loans	7,392,000	7,259,000	6,077,000	7,426,000	8,293,000
Commit: Unsecured real estate loans	11,453,000	9,725,000	14,090,000	17,211,000	13,215,000
Credit card lines (reported semiannually, June/Dec)			658,483,000	650,934,000	605,385,000
Securities underwriting	0	0	0	0	0
Standby letters of credit	117,503,000	216,137,000	174,571,000	239,147,000	118,486,000
Commercial and similar letters of credit	4,182,000	3,532,000	3,410,000	3,507,000	3,221,000
Securities lent	312,403,000	226,521,000	265,834,000	227,142,000	203,202,000
Credit derivatives - notional amount (holding company as guarantor)	641,304,000	764,876,000	575,178,000	607,267,000	738,464,000
Credit derivatives - notional amount (holding company as beneficiary)	693,495,000	794,624,000	625,325,000	635,199,000	762,307,000
Credit derivative contracts w/ purchased credit protection-investment grade..	1,061,075,000	1,347,615,000	978,322,000	1,070,988,000	1,234,761,000
Credit derivative contracts w/ purchased credit protection-noninvest grade..	534,296,000	521,345,000	448,343,000	396,291,000	475,980,000
Derivative Contracts					
Interest rate futures and forward contracts	5,186,238,000	7,523,224,000	3,056,905,000	3,158,415,000	3,562,040,000
Written options contracts (interest rate)	3,411,515,000	3,889,339,000	3,374,948,000	3,937,989,000	3,997,204,000
Purchased options contracts (interest rate)	3,706,782,000	4,277,464,000	3,675,348,000	4,361,484,000	4,321,783,000
Interest rate swaps	23,774,207,000	27,659,190,000	20,986,459,000	21,227,546,000	21,762,686,000
Futures and forward foreign exchange	6,921,857,000	6,805,034,000	6,299,931,000	5,083,497,000	5,448,821,000
Written options contracts (foreign exchange)	837,343,000	837,999,000	830,340,000	700,499,000	835,045,000
Purchased options contracts (foreign exchange)	826,984,000	821,301,000	824,761,000	717,855,000	830,021,000
Foreign exchange rate swaps	3,849,723,000	3,603,512,000	3,923,744,000	3,604,050,000	3,548,280,000
Commodity and other futures and forward contracts	336,722,000	322,844,000	338,496,000	346,598,000	256,908,000
Written options contracts (commodity and other)	836,120,000	889,165,000	800,206,000	780,506,000	662,298,000
Purchased options contracts (commodity and other)	763,996,000	838,007,000	726,498,000	735,894,000	610,434,000
Commodity and other swaps	673,722,000	469,273,000	585,954,000	552,307,000	479,885,000
Percent of Total Assets					
Loan commitments (reported semiannually, June/Dec)					
Standby letters of credit	3.18	0.67	94	6.88	0.78
Commercial and similar letters of credit	0.11	0.02	91	0.11	0.02
Securities lent	8.47	0.11	97	7.21	0.16
Credit derivatives - notional amount (holding company as guarantor)	17.38	0.28	97	24.35	0.41
Credit derivatives - notional amount (holding company as beneficiary)	18.80	0.18	97	25.30	0.48
Credit derivative contracts w/ purchased credit protection-investment grade..	28.76	0.17	97	42.91	0.23
Credit derivative contracts w/ purchased credit protection-noninvest grade..	14.48	0.16	97	16.60	0.38
Derivative contracts	1,385.76	42.67	96	1,844.59	54.25
Interest rate contracts	977.92	30.32	97	1,380.16	40.11
Interest rate futures and forward contracts	140.57	4.59	94	239.53	11.14
Written options contracts (interest rate)	92.47	2	97	123.83	2.54
Purchased options contracts (interest rate)	100.47	1.45	97	136.19	1.56
Interest rate swaps	644.40	20.33	97	880.62	23.48
Foreign exchange contracts	337.08	6.19	95	384.22	6.58
Futures and forward foreign exchange contracts	187.62	3.83	97	216.66	4.16
Written options contracts (foreign exchange)	22.70	0.03	97	26.68	0.05
Purchased options contracts (foreign exchange)	22.42	0.04	97	26.15	0.05
Foreign exchange rate swaps	104.35	0.71	95	114.73	0.85
Equity, commodity, and other derivative contracts	70.76	0.80	96	80.21	1.75
Commodity and other futures and forward contracts	9.13	0.06	96	10.28	0.13
Written options contracts (commodity and other)	22.66	0.27	96	28.31	0.51
Purchased options contracts (commodity and other)	20.71	0.18	96	26.68	0.42
Commodity and other swaps	18.26	0.27	97	14.94	0.30
Percent of Average Loans and Leases					
Loan commitments (reported semiannually, June/Dec)					
				123.88	42.81
				91	125.04
				45.53	92
				116.09	44.93
				89	

Derivative Instruments

Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018
Notional Amount					
Derivative contracts	51,125,209,000	57,936,352,000	45,423,590,000	45,206,640,000	46,315,405,000
Interest rate contracts	36,078,742,000	43,349,217,000	31,093,660,000	32,685,434,000	33,643,713,000
Foreign exchange contracts	12,435,907,000	12,067,846,000	11,878,776,000	10,105,901,000	10,662,167,000
Equity, commodity, and other contracts	2,610,560,000	2,519,289,000	2,451,154,000	2,415,305,000	2,009,525,000
Derivatives Position					
Futures and forwards	12,444,817,000	14,651,102,000	9,695,332,000	8,588,510,000	9,267,769,000
Written options	5,084,978,000	5,616,503,000	5,005,494,000	5,418,994,000	5,494,547,000
Exchange-traded	980,189,000	1,209,330,000	996,532,000	1,140,574,000	960,513,000
Over-the-counter	4,104,789,000	4,407,173,000	4,008,962,000	4,278,420,000	4,534,034,000
Purchased options	5,297,762,000	5,936,772,000	5,226,607,000	5,815,233,000	5,762,238,000
Exchange-traded	1,232,682,000	1,646,688,000	1,266,198,000	1,666,683,000	1,565,242,000
Over-the-counter	4,065,080,000	4,290,084,000	3,960,409,000	4,148,550,000	4,196,996,000
Swaps	28,297,652,000	31,731,975,000	25,496,157,000	25,383,903,000	25,790,851,000
Held for trading	50,539,356,000	57,378,106,000	44,801,774,000	44,709,476,000	46,012,531,000
Interest rate contracts	35,611,540,000	42,890,451,000	30,578,367,000	32,270,467,000	33,407,266,000
Foreign exchange contracts	12,325,957,000	11,973,849,000	11,779,815,000	10,023,704,000	10,595,740,000
Equity, commodity, and other contracts	2,601,859,000	2,513,806,000	2,443,592,000	2,415,305,000	2,009,525,000
Non-traded	585,853,000	558,246,000	621,816,000	497,164,000	302,874,000
Interest rate contracts	467,202,000	458,766,000	515,293,000	414,967,000	236,447,000
Foreign exchange contracts	109,950,000	93,997,000	98,961,000	82,197,000	66,427,000
Equity, commodity, and other contracts	8,701,000	5,483,000	7,562,000	0	0
Derivative contracts (excluding futures and FX 14 days or less)	66,969,638,000	77,899,108,000	59,820,494,000	69,424,225,000	67,764,400,000
One year or less	33,186,329,000	43,976,505,000	28,663,719,000	38,305,803,000	34,866,182,000
Over 1 year to 5 years	26,446,160,000	26,772,106,000	24,042,292,000	19,679,191,000	22,019,837,000
Over 5 years	7,337,149,000	7,150,497,000	7,114,483,000	11,439,231,000	10,878,381,000
Gross negative fair value (absolute value)	567,142,000	753,580,000	672,810,000	496,187,000	480,879,000
Gross positive fair value	594,456,000	778,013,000	693,099,000	513,826,000	505,370,000
Held for trading	591,953,000	774,090,000	690,318,000	512,261,000	503,940,000
Non-traded	2,503,000	3,923,000	2,781,000	1,565,000	1,430,000
Current credit exposure on risk-based capital derivative contracts	188,953,000	229,155,000	218,704,000	146,758,000	131,288,000
Credit losses on derivative contracts	2,000	53,000	89,000	1,000	4,000
Past Due Derivative Instruments Fair Value					
30-89 days past due	0	0	0	0	0
90+ days past due	1,000	2,000	4,000	0	0

Past Due and Nonaccrual Loans and Leases

	03/31/2021			03/31/2020			12/31/2020			12/31/2019			12/31/2018			
	BHC	Peer # 1	Pct	BHC	Peer # 1	Pct	BHC	Peer # 1	Pct	BHC	Peer # 1	Pct	BHC	Peer # 1	Pct	
30+ Days Past Due and Nonaccrual Loans and Leases as a Percent of Loan Type																
Real estate	30–89 days past due.....	0.33	0.32	63	0.51	0.48	64	0.43	0.39	66	0.56	0.38	78	0.81	0.42	88
	90+ days past due	0.08	0.13	69	0.01	0.12	47	0.10	0.16	71	0.30	0.16	81	0.69	0.22	86
	Nonaccrual.....	2.03	0.76	90	1.26	0.54	91	2.12	0.75	91	1.03	0.46	90	1.17	0.57	86
Commercial and industrial	30–89 days past due.....	0.48	0.22	84	0.23	0.36	37	0.43	0.23	80	0.36	0.31	67	0.21	0.30	44
	90+ days past due	0.08	0.02	89	0.08	0.03	81	0.08	0.03	80	0.10	0.05	78	0.14	0.05	83
	Nonaccrual.....	0.94	0.69	73	0.61	0.90	34	1.10	0.75	76	0.52	0.83	37	0.53	0.76	47
Individuals	30–89 days past due.....	0.67	0.53	67	0.93	0.84	54	0.88	0.83	58	0.96	0.83	56	1.03	0.84	61
	90+ days past due	0.49	0.11	88	0.72	0.15	91	0.58	0.14	88	0.69	0.17	89	0.67	0.16	90
	Nonaccrual.....	0.07	0.22	41	0.07	0.19	47	0.08	0.28	39	0.05	0.17	40	0.07	0.23	35
Depository institution loans	30–89 days past due.....	1.50	0.01	95	0	0.01	46	0	0	46	0	0	47	0	0	47
	90+ days past due	0	0	50	0	0	48	0.03	0	95	0	0	49	0.02	0	94
	Nonaccrual.....	0	0	47	0.37	0	96	0	0	47	0	0	48	0	0	48
Agricultural	30–89 days past due.....	0.61	0.17	83	0.28	0.35	65	5.89	0.17	97	1.57	0.24	92	2.12	0.17	97
	90+ days past due	0.15	0	95	0.14	0.02	88	0.15	0	97	0.14	0	94	0.15	0	95
	Nonaccrual.....	0.30	0.44	66	0.14	0.76	56	0.15	0.49	54	0.29	0.67	61	0.46	0.75	61
Foreign governments	30–89 days past due.....	0	0.03	46	0	10.34	43	0	0	50	0	0.07	47	0	0.01	46
	90+ days past due	0	0	50	0	0	50	0	0	50	0	0	50	0	0	50
	Nonaccrual.....	0	0.04	46	0	0.05	43	0	0.09	46	0	0.03	44	0	0.06	42
Other loans and leases	30–89 days past due.....	0.43	0.13	85	0.20	0.26	60	0.39	0.18	79	0.15	0.20	58	0.21	0.17	69
	90+ days past due	0.05	0.01	88	0.01	0.01	78	0.01	0.01	78	0.01	0.01	73	0.01	0.01	74
	Nonaccrual.....	0.28	0.16	75	0.15	0.13	69	0.34	0.15	79	0.01	0.13	40	0.02	0.14	42

Note: 30–89 Days past due amounts and ratios are confidential prior to March 2001.

Foreign Activities

Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018											
Foreign Activities																
Total foreign loans and leases	137,048,000	106,370,000	125,068,000	92,959,000	90,954,000											
Real estate loans.....	3,795,000	2,781,000	3,793,000	2,622,000	2,918,000											
Commercial and industrial loans	45,718,000	47,431,000	44,614,000	36,774,000	35,254,000											
Loans to depository institutions and other banks acceptances	7,782,000	6,743,000	6,971,000	6,950,000	9,784,000											
Loans to foreign governments and institutions	2,669,000	3,008,000	2,595,000	2,970,000	3,090,000											
Loans to individuals	2,480,000	2,084,000	2,311,000	2,062,000	1,975,000											
Agricultural loans.....	13,000	14,000	13,000	1,000	11,000											
Other foreign loans.....	74,591,000	44,259,000	64,771,000	41,530,000	37,922,000											
Lease financing receivables.....	0	50,000	0	50,000	0											
Debt securities	21,021,000	23,476,000	23,079,000	22,559,000	25,652,000											
Interest-bearing bank balances	220,504,000	165,076,000	223,829,000	113,003,000	107,185,000											
Total selected foreign assets	378,573,000	294,922,000	371,976,000	228,521,000	223,791,000											
Total foreign deposits	382,117,000	361,211,000	374,514,000	290,608,000	270,076,000											
Interest-bearing deposits	359,456,000	339,251,000	351,079,000	270,720,000	250,984,000											
Non-interest-bearing deposits.....	22,661,000	21,960,000	23,435,000	19,888,000	19,092,000											
Analysis Ratios																
Yield: Foreign loans	1.86	0.69	81	2.25	0.99	75	2.12	0.87	79	2.73	1.25	75	2.97	1.17	76	
Cost: Interest-bearing deposits.....	-0.11	0.13	11	0.40	0.79	21	0.02	0.42	17	0.78	1.19	36	0.58	0.97	34	
Net Losses as a Percent of Foreign Loans by Type																
Real estate loans		0.37			4.10			5.18			27.03		0.03	27.29	12	
Commercial and industrial loans		1.94		0.50	0.37	75	0.66	0.64	77	0.28	0.29	80	0.16	1.53	33	
Foreign governments and institutions	0	0	50	0	0	50	0	0	50	0	0	50	0	0	50	
Growth Rates																
Net loans and leases.....	28.84	-6.17	84	12.39	12.26	65	34.54	-2.41	85	2.20	22.48	51	8.12	7.24	55	
Total selected assets.....	28.36	-2.57	80	25.59	7.32	74	62.78	2.04	92	2.11	12.40	55	6.80	3.24	60	
Deposits	5.79	2.95	44	29.86	13.75	73	28.87	3.46	76	7.60	10.36	60	5.20	5	58	

Servicing, Securitization and Asset Sale Activities—Part 1

Activity	Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018	Percent Change	
		1-Year	5-Year					
Securitization activities.....		103,874,000	126,099,000	110,612,000	136,436,000	164,057,000	-17.63	-58.23
1–4 family residential loans.....		66,405,000	82,685,000	68,391,000	96,795,000	123,201,000	-19.69	-65.87
Home equity lines.....		10,000	20,000	15,000	22,000	31,000	-50.00	-92.37
Credit card receivables.....		0	0	0	0	0	0	
Auto loans.....		0	0	0	0	0	0	
Commercial and industrial loans.....		0	0	0	0	0	0	
All other loans and leases.....		37,459,000	43,394,000	42,206,000	39,619,000	40,825,000	-13.68	-30.60
Retained credit exposure.....		2,754,000	3,329,000	2,935,000	2,229,000	1,932,000	-17.27	-53.60
1–4 family residential loans.....		659,000	1,275,000	869,000	723,000	565,000	-48.31	
Home equity lines.....		0	3,000	1,000	2,000	7,000		
Credit card receivables.....		0	0	0	0	0	0	
Auto loans.....		0	0	0	0	0	0	
Commercial and industrial loans.....		0	0	0	0	0	0	
All other loans and leases.....		2,095,000	2,051,000	2,065,000	1,504,000	1,360,000	2.15	
Unused commitments to provide liquidity (servicer advance).....		82,000	68,000	81,000	73,000	70,000	20.59	127.78
Seller's interest carried as securities and loans		0	0	0	0	0	0	
Home equity lines		0	0	0	0	0	0	
Credit card receivables.....		0	0	0	0	0	0	
Commercial and industrial loans		0	0	0	0	0	0	
Asset-backed commercial paper conduits.....		38,451,000	38,713,000	40,758,000	39,116,000	37,918,000	-0.68	8.94
Credit exposure from credit enhancements provided to conduit structures		15,109,000	14,705,000	16,394,000	15,150,000	15,236,000	2.75	-8.07
Liquidity commitments provided to conduit structures		23,342,000	24,008,000	24,364,000	23,966,000	22,682,000	-2.77	23.77
Activity as a Percent of Total Assets								
Securitization activities.....		2.82	4.01	3.27		5.08		6.26
1–4 family residential loans.....		1.80	2.63	2.02		3.60		4.70
Home equity lines.....		0	0	0		0		0
Credit card receivables.....		0	0	0		0		0
Auto loans.....		0	0	0		0		0
Commercial and Industrial loans		0	0	0		0		0
All other loans and leases		1.02	1.38	1.25		1.47		1.56
Asset-backed commercial paper conduits.....		1.04	1.23	1.20		1.46		1.45
Credit exposure from credit enhancements provided to conduit structures		0.41	0.47	0.48		0.56		0.58
Liquidity commitments provided to conduit structures		0.63	0.76	0.72		0.89		0.86
Percent of Total Managed Assets (On balance-sheet loans and securitized loans)								
1–4 family residential loans		24.25	25.46	24.44		27.81		31.59
Home equity lines		1.89	2.37	2.03		2.55		2.90
Credit card receivables.....		10.03	11.71	11.07		13.51		12.15
Auto loans and other consumer loans.....		4.97	4.01	4.67		4.21		4.09
Commercial and industrial loans		16.79	18.91	16.59		15.02		15.91
All other loans and leases.....		42.07	37.54	41.20		36.90		33.36

Servicing, Securitization and Asset Sale Activities—Part 2

	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018			
						Percent Change		
						1-Year	5-Year	
Percent of Total Securitization Activities by Type								
Retained credit exposure.....	2.65	2.64	2.65	1.63	1.18			
1–4 family residential loans.....	0.99	1.54	1.27	0.75	0.46			
Home equity lines	0	15	6.67	9.09	22.58			
Credit card receivables.....								
Auto loans.....								
Commercial and industrial loans.....								
All other loans and leases.....	5.59	4.73	4.89	3.80	3.33			
Unused commitments to provide liquidity (servicer advance).....	0.08	0.05	0.07	0.05	0.04			
Seller's interest carried as securities and loans	0	0	0	0	0			
Home equity lines	0	0	0	0	0			
Credit card receivables.....								
Commercial and industrial loans								
Percent of Tier 1 Capital								
Total retained credit exposure.....	1.16	1.56	1.25	1.04	0.93			
Total retained credit exposure and asset sale credit exposure	8.40	9.59	8.65	8.63	8.07			
Dollar Amount in Thousands		03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018	Percent Change	
							1-Year	5-Year
30–89 Days Past Due Securitized Assets								
1–4 family residential loans	1,770,000	2,433,000	1,920,000	2,658,000	3,540,000	-27.25	-65.67	
Home equity lines	0	1,000	0	1,000	1,000	-100.00	-100.00	
Credit card receivables.....	0	0	0	0	0			
Auto loans	0	0	0	0	0			
Commcial and industrial loans	0	0	0	0	0			
All other loans and leases.....	362,000	55,000	474,000	41,000	38,000	558.18	15.65	
Total 30–89 days past due securitized assets.....	2,132,000	2,489,000	2,394,000	2,700,000	3,579,000	-14.34	-61.05	
90+ Days Past Due Securitized Assets								
1–4 family residential loans	6,559,000	3,961,000	7,297,000	4,288,000	5,799,000	65.59	-48.04	
Home equity lines	1,000	1,000	2,000	1,000	1,000	0.00	-85.71	
Credit card receivables.....	0	0	0	0	0			
Auto loans	0	0	0	0	0			
Commercial and industrial loans	0	0	0	0	0			
All other loans and leases.....	2,479,000	139,000	3,245,000	110,000	99,000		274.47	
Total 90+ days past due securitized assets	9,039,000	4,101,000	10,544,000	4,399,000	5,899,000	120.41	-32.00	
Total past due securitized assets.....	11,171,000	6,590,000	12,938,000	7,099,000	9,478,000	69.51	-40.47	
Net Losses on Securitized Assets								
1–4 family residential loans	33,000	187,000	507,000	1,113,000	459,000	-82.35	-94.87	
Home equity lines	0	-1,000	-3,000	-3,000	-5,000		-100.00	
Credit card receivables.....	0	0	0	0	0			
Auto loans	0	0	0	0	0			
Commercial and industrial loans	0	0	0	0	0			
All other loans and leases.....	8,000	2,000	24,000	18,000	30,000	300.00	-87.10	
Total net losses on securitized assets.....	41,000	188,000	528,000	1,128,000	484,000	-78.19	-94.19	

Servicing, Securitization and Asset Sale Activities—Part 3

	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018
30–89 Days Past Due Securitized Assets Percent of Type					
1–4 family residential loans	2.67	2.94	2.81	2.75	2.87
Home equity lines	0	5	0	4.55	3.23
Credit card receivables					
Auto loans					
Commercial and industrial loans					
All other loans and leases	0.97	0.13	1.12	0.10	0.09
Total 30–89 days past due securitized assets	2.05	1.97	2.16	1.98	2.18
90+ Days Past Due Securitized Assets Percent of Type					
1–4 family residential loans	9.88	4.79	10.67	4.43	4.71
Home equity lines	10	5	13.33	4.55	3.23
Credit card receivables					
Auto loans and other consumer loans					
Commercial and industrial loans					
All other loans and leases	6.62	0.32	7.69	0.28	0.24
Total 90+ days past due securitized assets	8.70	3.25	9.53	3.22	3.60
Total past due securitized assets percent of securitized assets	10.75	5.23	11.70	5.20	5.78
Net Loss on Securitized Assets Percent of Type					
1–4 family residential loans	0.20	0.90	0.74	1.15	0.37
Home equity lines	0	-20	-20	-13.64	-16.13
Credit card receivables					
Auto loans					
Commercial and industrial loans					
All other loans and leases	0.09	0.02	0.06	0.05	0.07
Total net losses on securitized assets	0.16	0.60	0.48	0.83	0.30
30–89 Days Past Due Managed Assets Percent of Type					
1–4 family residential loans	0.86	1.26	0.98	1.37	1.67
Home equity lines	0.39	1.06	0.50	1.08	1.25
Credit card receivables	0.59	0.94	0.74	0.92	0.92
Commercial and industrial loans	0.48	0.23	0.43	0.36	0.21
All other loans and leases	0.51	0.29	0.57	0.25	0.32
Total managed loans past due 30–89 days	0.60	0.62	0.66	0.69	0.83
90+ Days Past Due Managed Assets Percent of Type					
1–4 family residential loans	2.40	1.34	2.68	1.66	2.22
Home equity lines	0	0	0.01	0.72	0.91
Credit card receivables	0.80	1.03	0.90	0.96	0.94
Commercial and industrial loans	0.08	0.08	0.08	0.10	0.14
All other loans and leases	0.48	0.04	0.61	0.03	0.03
Total managed loans past due 90+ days	0.90	0.49	1.05	0.63	0.88
Total Past Due Managed Assets	1.50	1.11	1.71	1.32	1.71
Net Losses on Managed Assets Percent of Type					
1–4 family residential loans	0.01	0.10	0.13	0.33	0.04
Home equity lines	-0.49	-0.07	-0.12	-0.11	0.01
Credit card receivables	2.89	3.46	2.96	2.92	2.93
Commercial and industrial loans	0.41	0.54	0.63	0.48	0.26
All other loans and leases	0.05	0.08	0.07	0.10	0.11
Net Losses on Managed Assets Percent of Total Managed Assets	0.37	0.56	0.49	0.60	0.45

Parent Company Income Statement

Dollar Amount in Thousands	03/31/2021	03/31/2020	12/31/2020	12/31/2019	12/31/2018	Percent Change	
						1-Year	5-Year
Operating Income							
Income from bank subsidiaries	-1,337,000	7,339,000	8,065,000	28,946,000	25,229,000		
Dividends	0	6,000,000	6,000,000	26,000,000	24,500,000	-100.00	-100.00
Interest	8,000	31,000	63,000	219,000	214,000	-74.19	-94.07
Management and service fees	464,000	440,000	1,725,000	1,429,000	1,548,000	5.45	118.87
Other income	-1,809,000	868,000	277,000	1,298,000	-1,033,000		
Income from nonbank subsidiaries	230,000	-1,498,000	-570,000	200,000	-441,000		85.48
Dividends	0	0	0	0	2,000		-100.00
Interest	0	0	0	3,000	1,000		-100.00
Management and service fees	0	0	0	0	0		
Other income	230,000	-1,498,000	-570,000	197,000	-444,000		
Income from subsidiary holding companies	0	66,000	18,000	11,000	8,000,000	-100.00	
Dividends	0	0	0	0	0		
Interest	0	0	0	0	0		
Management and service fees	0	0	0	0	0		
Other income	0	66,000	18,000	11,000	8,000,000	-100.00	
Total income from subsidiaries	-1,107,000	5,907,000	7,513,000	29,157,000	32,788,000		
Securities gains (losses)	0	0	0	0	0		
Other operating income	1,770,000	519,000	535,000	-1,388,000	936,000	241.04	
Total operating income	663,000	6,426,000	8,048,000	27,769,000	33,724,000	-89.68	-78.55
Operating Expenses							
Personnel expenses	88,000	-146,000	430,000	402,000	125,000		1157.14
Interest expense	1,061,000	1,519,000	5,192,000	7,397,000	6,337,000	-30.15	11.68
Other expenses	682,000	848,000	2,251,000	2,478,000	2,250,000	-19.58	82.35
Provision for loan and lease losses	0	0	0	0	0		
Total operating expenses	1,831,000	2,221,000	7,873,000	10,277,000	8,712,000	-17.56	37.57
Income (loss) before taxes	-1,168,000	4,205,000	175,000	17,492,000	25,012,000		
Applicable income taxes (credit)	-239,000	-378,000	-1,324,000	-2,033,000	-1,838,000		
Extraordinary items							
Income before undistributed income of subsidiaries	-929,000	4,583,000	1,499,000	19,525,000	26,850,000		
Equity in undistributed income of subsidiaries	15,229,000	-1,718,000	27,632,000	16,906,000	5,624,000		353.92
Bank subsidiaries	11,015,000	-4,307,000	15,032,000	5,338,000	1,313,000		549.47
Nonbank subsidiaries	-1,000	-4,000	-32,000	-43,000	-4,000		
Subsidiary holding companies	4,215,000	2,593,000	12,632,000	11,611,000	4,315,000	62.55	794.90
Net income (loss)	14,300,000	2,865,000	29,131,000	36,431,000	32,474,000	399.13	159.06
Memoranda							
Bank net income	11,015,000	1,693,000	21,032,000	31,338,000	25,813,000	550.62	162.51
Nonbank net income	-1,000	-4,000	-32,000	-43,000	-2,000		
Subsidiary holding companies' net income	4,215,000	2,593,000	12,632,000	11,611,000	4,315,000	62.55	794.90

